A.O. Smith
Innovation has a name.

# Water Heater

HSE-SES 15 and 25 Litres

7 YEARS WARRANTY ON TANK

## Higher energy rating.
## Handy remote control.

**EXPERT COMPANY SERVICE**

A. O. SMITH POWER OF 1 HOUR RESPONSE* DAY RESOLUTION TIME FIX SERVICE

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**Monday to Friday: 9 am to 8 pm.**
**Saturday & Sunday: 9 am to 6 pm.**

* For calls registered at A. O. Smith call centre before 4 pm only. Not available on public holidays and under unavoidable circumstances. Available in select cities only.

# User Guide

**Congratulations!**

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith water heater. You can be sure it will live up to your expectations. Thousands of delighted users all over the world trust A. O. Smith water heaters for their families. This user guide will introduce you to your water heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only water heaters with the Blue Diamond® Glass Lining for the inner tank. This cutting edge technology prevents sediment and scaling, fights corrosion and extends the life of your water heater. We also offer you an exciting range of colour options for the front panel of your water heater. Choose the one that matches your bathroom décor best.

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your water heater, just call us from any phone, anywhere in the country to our Toll Free Customer Care No. 1800-103-2468.

Or

Factory Address:
A. O. Smith India Water Products Private Limited
*(formerly known as A. O. Smith India Water Heating Private Limited)*
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.
CIN: U31909KA2006PTC040282

## About A. O. Smith

A. O. Smith India Water Products Private Limited was established in 2006. Since then, the A. O. Smith team has conducted numerous focus group studies and spent endless research hours determining what India wanted in a water heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq. ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. In 2013, additional 150,000 sq. ft. was added in Bengaluru factory. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first manufacturer to invest in and produce glass lined water heaters in India.

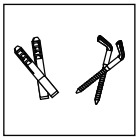
Today, A. O. Smith Corporation is one of the largest water heater manufacturers in the world and is a global leader in innovative technology and energy efficient solutions.

## What's in the box?

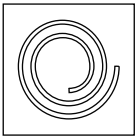
Electric Water Heater
with wireless Remote control

User Guide

Wall Mounting
Accessories



Discharge Tube



Remote Accessories
and Battery

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# Read Before Operation

### On Receipt

It is our policy to promote safe delivery of all orders. This product shipment has been thoroughly checked, packed and quality certified before leaving our factory.

### Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express delivery agent makes an appropriate notation on your freight bill or receipt.

### Concealed Loss or Damage

When a shipment has been delivered to you in apparent good condition, but upon opening the packaging if any loss or damage has taken place while in transit, inform the carrier's agent / A. O. Smith representative immediately.

### About this manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith HSE-SES water heater.

Do not operate the water heater before reading the user manual.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

# General

## Safety

Your safety and the safety of your loved ones is paramount. There are several safety related messages in this manual, which have been provided during various steps such as the installation, operation and maintenance of your HSE-SES water heater. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this user manual.

| | |
|---|---|
| | This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word “DANGER” or “WARNING”. |
| **DANGER** | Indicates a potentially hazardous situation, which if not avoided, could result in death or serious injury. |
| **WARNING** | |
| **CAUTION** | Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage. |

**WARNING**

DO NOT use this water heater if any part has been under water. Immediately contact a Qualified Service Technician to inspect the water heater and contact A. O. Smith Service personnel to replace any part of the control system which has been under water. Failure to follow this instruction can result in property damage, serious injury or death.

**Important**

These instructions have been written as a guide for the proper installation and operation of your water heater. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that water heater must be installed by a Qualified Service Technician.

Before proceeding with the installation instructions:

1. IInspect the water heater and its component parts for possible damage. Do Not install or attempt to repair any damaged component parts. If you detect any damage in the water heater, please contact the Dealer where the water heater was purchased or call A. O. Smith Customer care.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the water heater manual.

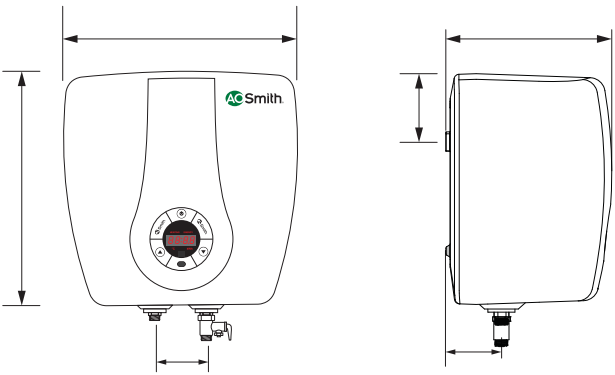
# Specifications

| Model | | HSE-SES-015 | HSE-SES-025 |
|---|---|---|---|
| Volume [L] | | 15 | 25 |
| Power [W] | | 2000 | |
| Voltage/Frequency [V/Hz] | | 230~/50 | |
| Actual Stdg. Loss [kWh/24h/45°C diff.] | | 0.510 | 0.620 |
| Reheating Time for 35°C rise [in min.] | | 18 | 29 |
| Temperature range [°C] | | 25-75 ±5 | |
| Rated water pressure | $N/cm^2$ | 80 | |
| | Water head (metres) | 80 | |
| Inlet/Outlet connections [inch] | | ½ BSP | |
| Net Weight (kgs) | | 9.8 | 13 |

## Dimensions

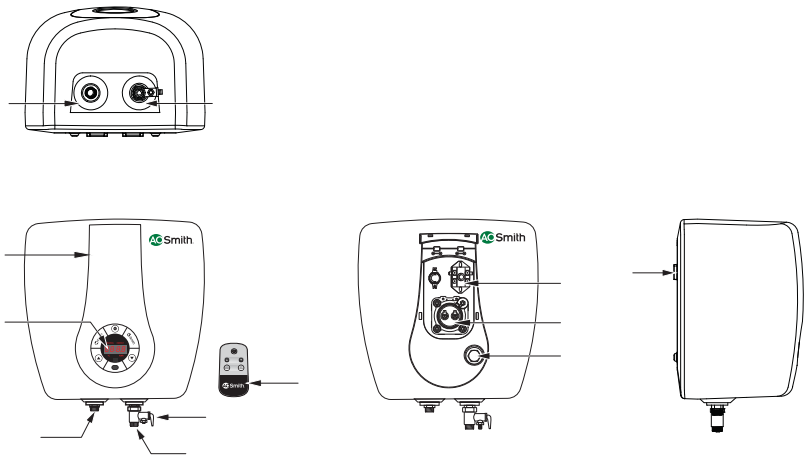
| Model | HSE-SES-015 | HSE-SES-025 |
|---|---|---|
| A [mm] | 373 | 444 |
| B [mm] | 373 | 444 |
| C [mm] | 100 | 100 |
| D [mm] | 125 | 125 |
| E [mm] | 130 | 135 |
| F [mm] | 337 | 371 |

**Figure 1**




**Note:** Image may vary from the actual product.

**Figure 2**



| Part | Description |
|---|---|
| 1 | Cold water inlet pipe with diffuser |
| 2 | Hot water outlet pipe |
| 3 | Safety Valve* |
| 4 | LED Dispaly |
| 5 | Wireless Remote control |
| 6 | Decorative Front Panel |
| 7 | Blue Cap |
| 8 | Red Cap |
| 9 | Anode |
| 10 | Heating Element |
| 11 | Thermal Cut-out |
| 12 | Thermostat |
| 13 | Wall Mount Slot |

**⚠ CAUTION**

*Safety valve has been factory fit with the water heater and set at 0.8 MPa (8 Bar) rated pressure.

**⚠ WARNING**

Do not tamper or detach the safety valve from the water heater.

## Key Features

### Digital Control & Remote Control

Displays the temperature and the total energy consumed by the water heater. Temperature can be precisely set between 25ºC and 75ºC. It is easy to operate the water heater with remote control.

### Blue Diamond® Glass Lining

Blue Diamond® technology increases the life of the inner tank. The lining is stronger and more corrosion resistant than any other in the industry.

### Glass Coated Heating Element

Scale and sediment build-up on the surface of the element can lead to premature failure. A. O. Smith Glass Coating helps to prevent scale formation and extends the life of the heating element.

### Anode Rod

The tank has an anode rod which has stainless steel core that is designed to protect the tank from corrosive elements. The anode rod uses a special cathodic action to fight these elements and thus prolong the life of the water heater.

### Thermal Cutout

If the water temperature exceeds the highest preset level, the thermal cutout cuts off the power supply to assure safety.

### Safety Valve

The safety valve is designed to automatically relieve pressure and discharge water, in case the pressure overshoots the preset limits.

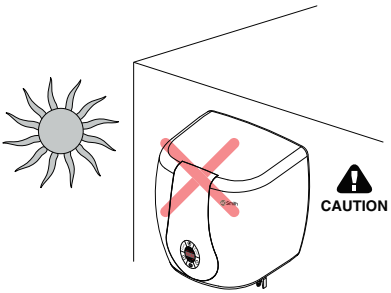
**Note:** A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.

# Safety Precautions

## During Installation

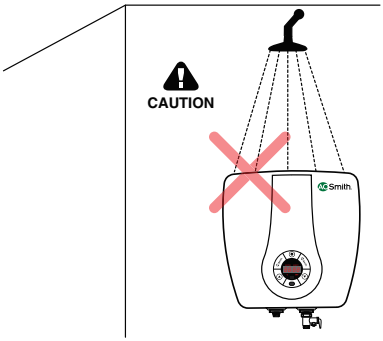
Do not install the water heater where there is direct sunlight or rain. It is has to be installed indoor only.

**Figure 3**




Do not install the water heater where water splashes on the water heater.

**Figure 4**

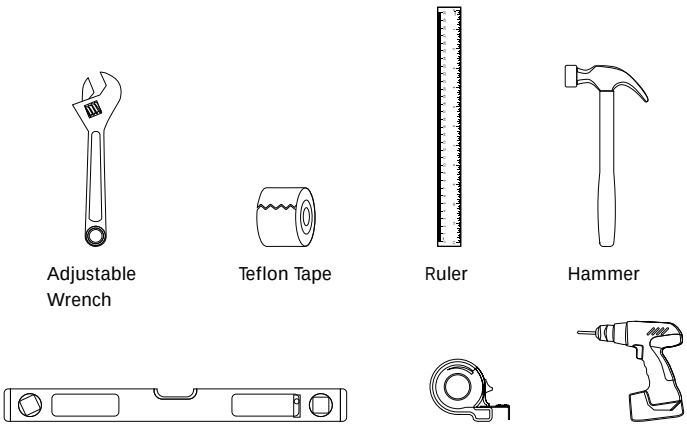



# Installation

Before installing, ensure that the following tools are available:

## Tools Required

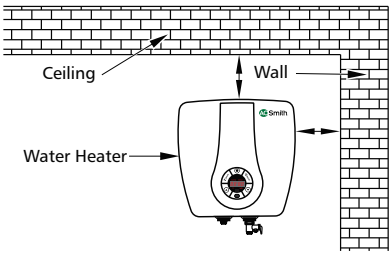
**Figure 5**



## Mounting the Water Heater

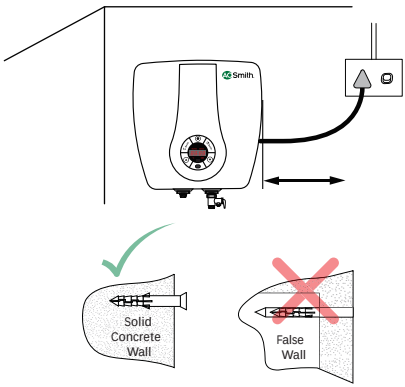
- Before locating the position for installation of the water heater, make sure that there is sufficient clearance between the ceiling and the side wall.
- Select a place to mount water heater vertically with water connection at the bottom.

**Figure 6**




- Water heater must be located within 3-1/2 ft. (approx.) from a grounded 230V electrical outlet.
- Make sure that the wall can withstand at least twice the weight of the water heater when completely filled with water.

**Figure 7**

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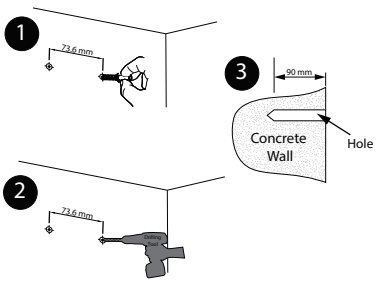
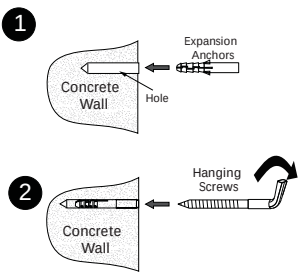
- Use a drill bit with diameter of 10 mm to drill 2 holes at least 90 mm deep in the wall (Fig. 8 : Step 3). The two holes should be aligned horizontally. The horizontal distance between the 2 holes should be 73.6 mm (Fig. 8 : Step 2).

**Figure 8**



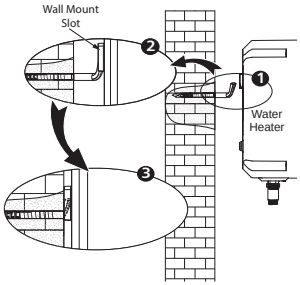

- Insert the Expansion Anchors into the holes (Fig. 9 : Step 1).
- Place the Hanging screws over the expansion anchors and tighten the Hanging Screws by rotating it till it gets fixed steadily (Fig. 9 : Step 2).

**Figure 9**



- Place the water heater on the Hanging Screws using the Wall Mount Slots (Fig. 10). Tug downwards on the water heater to ensure that the water heater is fixed steadily.

**Figure 10**




**⚠ DANGER**

Scalding

Hot Water is dangerous, especially for children, aged or the disabled. The Water Heater allows you to control the temperature of your hot water. Water Temperatures over 52°C can cause severe burns instantly or death from scalds. Do not leave a child or an infirm person in the bath unsupervised.

## Connecting to Water Supply

- Make necessary plumbing with reference to the Installation Diagram (Fig. 11).
- A. O. Smith recommends Nylon/ Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Connect the cold water pipe to the inlet [Blue Cap].
- Connect the hot water pipe to the outlet [Red Cap].
- Attach the Discharge tube to Safety Valve as shown in Installation Diagram (Fig. 11).

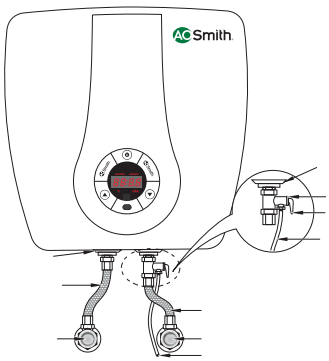



**Figure 11 Installation Diagram**

***Flexible Hoses to be procured by the customer, not part of standard product.**

****Safety Valve comes included with the water heater.**

## ⚠ CAUTION

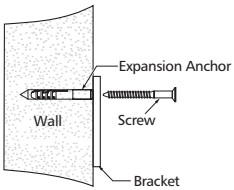
- Make sure a suitable Teflon tape is used for all plumbing connections to prevent leakage.
- Discharge tube should be installed downwards without any loops, folds or knots. Ensure that the free end of the Discharge tube is placed over a suitable drain and away from the users.
- Discharge tube is provided to release the discharge from the water heater(through the Safety Valve) in case excessive pressure is developed. The contents of the discharge from the Safety Valve may be hot and may cause burns to the users and damage nearby objects if not properly routed to a drain.
- It is recommended to operate the Discharge Lever in the Safety Valve on a regular basis to ensure that there are no blockages and also to remove any lime deposits that would have been formed inside the water heater.
- Ensure that the water heater is in power OFF condition when the Discharge Lever is being operated. Ensure that the water is filled completely in the water heater before switching it ON.
- Use only Nylon/ Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Failure to follow this instruction can result in property damage.

## Installation of wireless Remote control

For convenience of operation, please install the wireless remote control bracket on the wall near the water heater.

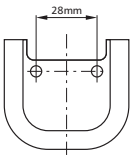
1. Mark the holes on the wall. The 2 holes should be aligned horizontally. The horizontal distance between the 2 holes should be 28mm (Fig. 13).
2. Drill 2 holes of 30mm depth on the wall by using an electric Impact Drill tool (Fig. 8) of diameter 6mm bit.
3. Fix the bracket on the wall by Expansion Anchors and screws as shown in (Fig. 12).

Installation of Bracket for wireless remote control
Figure 12




Bracket for wireless remote control

Figure 13




Wireless remote control bracket

## ⚠ CAUTION

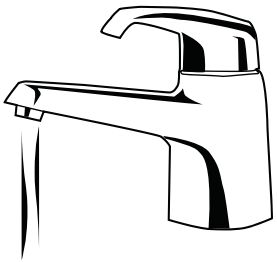
- Do not install the wireless remote control where water splashes on the remote control.
- It is recommended that the wireless remote control should be installed on the remote bracket.
- Do not use wet hands while operating the remote.
- Make sure to install the wireless remote control close to the water heater.

# Operation

## Filling the Tank

1. Open a nearby hot water faucet to permit air to escape.
2. Open the cold water inlet valve fully, filling the water heater and the piping.
3. Close hot water faucet when water flows.
4. Check all the connections to see if there is any leakage. In case of a leakage, drain the water heater completely, repair the leaking joint and then refill the water heater.

**Figure 14**



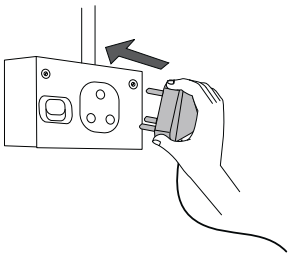
**⚠ CAUTION**

- This water heater should not be operated with insufficient amount of water. Failure to do so may result in damage to the water heater and injuries to the user. This will also make the warranty null and void.
- Once the Mounting, Safety valve, Plumbing and Water filling is completed, then only the power supply should be switched ON.

## Connecting to Electrical Supply

The power cord and plug are connected with this water heater. Find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

**Figure 15**

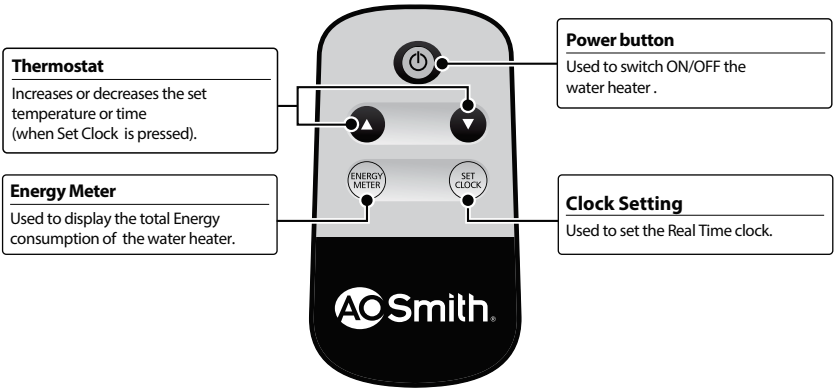


**⚠ CAUTION**

- Connect the water heater using independent sockets, do not use any adapters. Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- Before installing the water heater, confirm that the power of water heater matches electric meter capacity and supply wire.
- The water heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or faucet water pipe.

## Wireless Remote control

**Figure 16**


Thermostat
Increases or decreases the set temperature or time (when Set Clock is pressed).
Energy Meter
Used to display the total Energy consumption of the water heater.
Power button
Used to switch ON/OFF the water heater .
Clock Setting
Used to set the Real Time clock.
ENERGY METER
SET CLOCK
A.O.Smith

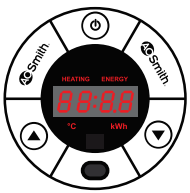
The wireless Remote control for the water heater allow the customer to control the functions of the water heater.

---

## Initial Power

When the water heater power supply plug is connected, it is in initial power on state, i.e. the water heater is ready for heating the water. The wireless Remote control will perform the diagnosis function and all LED indicators will glow and then switch off as shown in (Fig. 17).

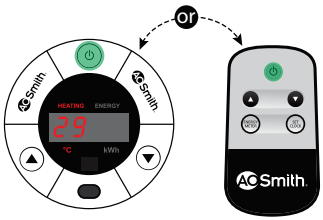
**Figure 17**




## Power ON/OFF

To turn the wireless Remote control on or off, press the Power button. While heating, the display shows actual temperature of water inside the tank and the LED indicators glow as shown in (Fig. 18).

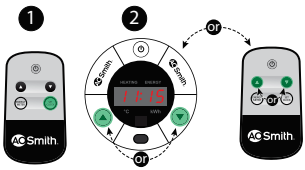
**Figure 18**



## Clock Setting

The clock is Real Time Clock. Press “Set Clock” key (Step 1), the hour time (first two digits) starts blinking. Adjust the hour time by pressing ▲ or ▼ keys (Step 2) and press “Set Clock” key to set the hour time and minutes time (last two digits) starts blinking. Adjust the Minute time by pressing ▲ or ▼ keys and press “Set Clock” key to set the minute time. Now the clock time is set as shown in (Fig. 19).

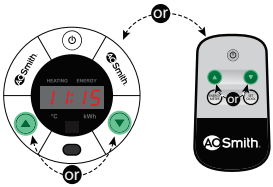
**Figure 19**




## Temperature Setting

Press the ▲ or ▼ buttons until the required temperature is displayed on the LED display. Wait for few seconds without pressing any buttons, the value flashing in the display will be changed as set temperature and stored in memory. It will return to its normal mode and the heating of the water is based on the new set temperature. While setting, the LED display glows as shown in (Fig. 20).

**Figure 20**




## NOTICE

Default set temperature (factory setting) is 70°C.

## Modes

There are two types of modes depending on the actual water temperature inside the inner tank of the water heater:

### Heating mode

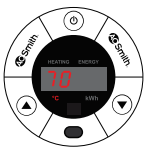
When the actual temperature of the water is less than the set temperature, it enters into Heating mode. The Heating LED indicator glows as shown in (Fig. 21).

**Figure 21**

### Standby mode

After the water heater reaches set temperature, it will enter into the Standby mode due to thermostat cut-off and Heating LED indicator switch off as shown in (Fig. 22).

**Figure 22**

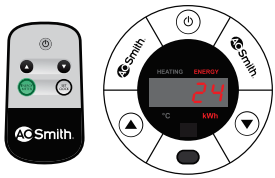



When the temperature of the water drops by 5°C from the set temperature due to usage of water, the water heater again enters into the heating mode.

## Energy Meter

This is used to display the energy consumed by water heater for 5 seconds in kWh. The new value will be added to the consumed value and displays the total consumed value. The Energy Meter value displayed is cumulative. The LED display glow as shown in (Fig. 23).

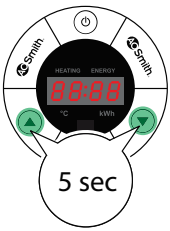
**Figure 23**




## Reset Function

Press and hold the ▲ and ▼ button simultaneously for 5 seconds as shown in (Fig. 24) the changed set temperature and the Energy Meter value will be restored to factory settings (set temperature value is made 70°C and Energy Meter value resets to 0 kWh) and water heater goes into initial power state. While resetting, all LED indicators will glow up for a while and then switch off as shown in (Fig. 17).

**Figure 24**




## NOTICE

- Energy Meter values are indicative only.
- To reset the Energy Meter (Refer “Reset Function”).

## Operation of wireless Remote control

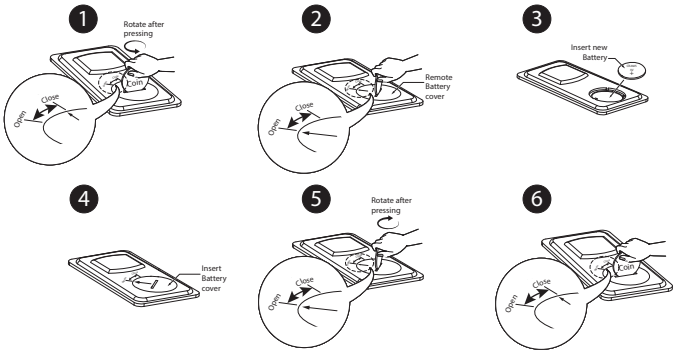
The operating method and function keys of the remote control as shown in (Fig. 16).

- Prior to operating the remote control, it is necessary to install the battery as shown in (Fig. 25).
- While the Remote control in use, point it at the electronic controller, having a range within 5 m as shown in (Fig. 26).

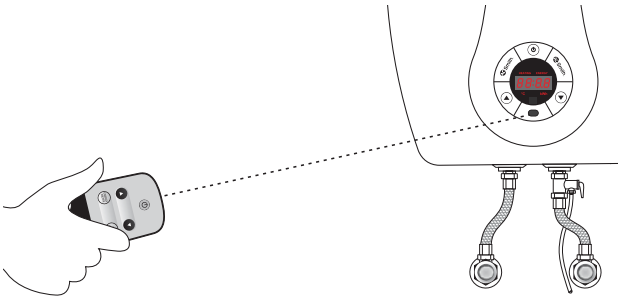
## NOTICE

- Replace the battery if the wireless Remote control does not function correctly.
- Use CR2025 3V cells. Ensure to insert them in the correct orientation.
- When replacing the battery, do not mix old and new or battery of a different type.
- If the remote is not used for a long period, please remove the battery.

## Figure 25 Replacing Battery




## Figure 26 Use of wireless Remote control

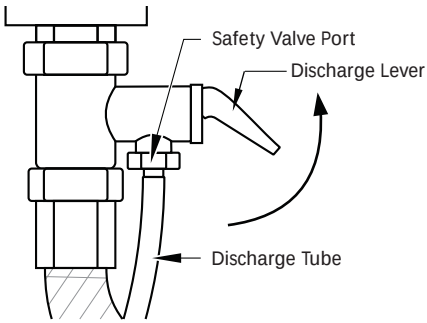


## Draining the Tank

Whenever the water heater is not used for an extended period, unplug the unit and drain. If it is below freezing temperature, you will need to unplug the unit and drain it.

- Switch off the electric supply to the water heater.
- Open the hot water faucet until the water runs cool.
- Close cold water supply.
- Drain the water by lifting the Discharge Lever of Safety Valve upwards (Fig. 27).

**Figure 27**




**⚠ CAUTION**

Please turn off the power supply to the water heater prior to draining the water heater.

## A. O. Smith Colour Match System®

WHITE IVORY RED BRONZE

NAVY BLUE BLUE BROWN RED BRICK

Colours shown are only indicative and may vary from actual colours available.

### NOTICE

The product of your choice comes with either white or ivory body colours, along with the same coloured front panels.

**The A. O. Smith ColourMatch System® allows your water heater to match the colours of your bathroom.**

Call the A. O. Smith Customer Care Centre [1800-103-2468] to register your product within 60 days of purchase and ask for one of the Decorative Front Panel colour options which will be delivered to you at no cost. This option is available only one time after purchase.

## Changing the Decorative Front Panel

Please follow the instructions as shown in (Fig. 28).

**Figure 28**

1. Remove the cap using the flat screw driver.

2. Unscrew the screw on the Decorative Front Panel.

3. Remove the Decorative Front Panel to change.

### ⚠ WARNING

- Please ensure to switch off the power supply while changing the Decorative Front Panel and pull out the power plug from the socket.
- An insulation layer is provided below the front panel which should not be replaced.
- While changing the front panel ensure that, none of the internal components are damaged or removed.

# Troubleshooting

The water heater may not operate as desired if used incorrectly or there is a minor cause, even though the product has no fault. In these cases, check the following issues to solve simple problems without the help from the Customer care centre. If the problem does not solve after checking the following issues, call Customer care centre.

| Problems | Possible Cause(s) | Solution |
|---|---|---|
| No display on LED display. | No power supply to the water heater. | Turn ON electrical switch. |
| | Thermal Cut-out trips. | Call Customer care centre. |
| LED display glows but no hot water. | Heating element breakdown or internal wiring error. | Call Customer care centre. |
| No hot water. | Thermal Cut-out switch open. | Call Customer care centre. |
| | No power supply to the water heater. | Check the power socket. |
| | Control circuit or internal wiring error. | Call Customer care centre. |
| Water temperature is too high. | Improper thermostat calibration. | Call Customer care centre. |
| | Thermal Cut-out trips. | Call Customer care centre. |
| Water heats slowly. | Heating Element is not functioning. | Call Customer care centre. |
| Piping connection leaks. | Connection not sealed. | Re-connect piping, using Teflon tape. |
| Water leakage from product. | Leakage in tank or other parts. | Switch off power immediately and Call Customer care centre. |

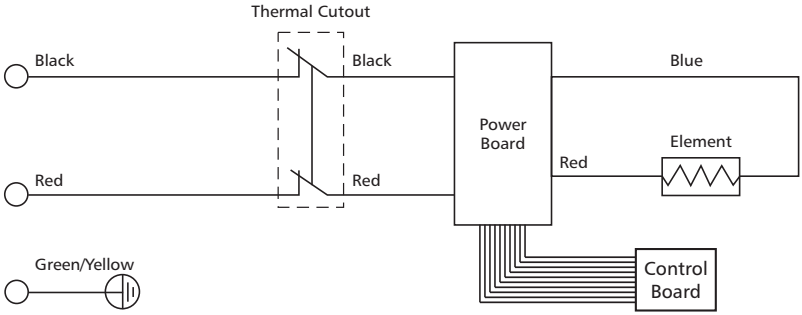
**Note:** Call Customer care centre on 1800-103-2468.

**Error Messages and Actions**

| Error Code | Reason | Self-diagnostic / Action |
|---|---|---|
| E0 | Electrical Leakage in the unit. | Call Customer care centre. |
| E1 | Temperature sensor circuit short or open. | Call Customer care centre. |
| E3 | Exceeds maximum Operating temperature. | Call Customer care centre. |
| E4 | Malfunction of leakage circuit. | Call Customer care centre. |
| E5 | Low voltage protection (<100 V) and High voltageprotection (>275 V). | Switch off the water heater and Switch on the water heater when voltage returns to normal.<br>If the problem still persists switch off the water heater and call Customer care centre. |

# Circuit Diagram

**Figure 29**



# Warranty

## Product Warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

1. The customer will notify the Company promptly about defects noticed and give the Company or its Authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office / Authorised service provider along with the original invoice.
2. Special warranty from the date of purchase is subject to the following conditions:
   - Tank - 7 Years
   - Glass Coated Heating Element - 2 + 2 Years*
   - Rest of the parts - 2 Years
3. Inspection and Test Report of the Company's Office / Authorised service provider will be treated as final and binding under the warranty for determining the defects, repairs / alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its Authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs / alterations to product or the parts by unauthorised person.
6. The water heater should not be operated without water inside the tank. This will make the warranty null and void.
7. In case of dry heating (water heater operated without water inside the tank), if the water heater or any component of the water heater is damaged, then it will be repaired / changed on a chargeable basis. After any repair or part replacement in the water heater, the basic warranty continues as per the actual date of purchase.
8. Components subject to wear, such as Anode, are not covered under this warranty.
9. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.

* Register your product with the A. O. Smith Customer Care Centre **[1800-103-2468]** within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 4 years]. You can also get an additional changeable Decorative Front Panel in a colour of your choice, without cost.

### General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.
2. “The customer” shall mean the original purchaser under the purchase agreement.
3. “The Company” shall mean A. O. Smith India Water Products Private Limited.
4. The “Purchase Agreement” shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

   **Note:** Follow any one for registration of the Extended Warranty
   - Call our dedicated Customer Care Centre 1800-103-2468.
   - To register for the warranty details of your water heater visit ***www.aosmithindia.com***.

### Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has an option to call our Customer Care Centre and get A. O. Smith water heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

## Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

## Expert Company Service - Power of 1

1. Different models has different service delivery levels.
2. Service level mentioned for particular models are applicable for Metros and A Class Cities e.g. Delhi and NCR, Bengaluru, Hyderabad, Kolkata, Pune, Goa, Cochin, Chennai, Chandigarh and Ahmedabad.
3. Service level deliverables are valid up to city municipal limit only.
4. Service level may differ in case of public holidays and unavoidable conditions due to natural climate, any political and regional regulations.
5. Power of 1 valid service is applicable for calls registered at A. O. Smith call centre before 4 p.m. only.

# Warranty Card

**Customer Copy to be retained by the Customer**

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name and Address: _____

_____

_____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

# Warranty Card

**Company Copy to be sent back to the Company**

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name and Address: _____

_____

_____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

## Service and Maintenance

**For Service needs:**

Please contact our A. O. Smith
Toll Free Number : 1800-103-2468
SMS us : +91 99410 32468
E-mail us : aosmithcs@aosmithindia.com

## Registered Office

A. O. Smith India Water Products Private Limited
*(formerly known as A. O. Smith India Water Heating Private Limited)*
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.
• Toll Free No.: 1800-103-2468 • Website: www.aosmithindia.com
CIN: U31909KA2006PTC040282

Part No.: 327621-000_R0 Date: 21-10-2014

**Manufactured by A. O. Smith India Water Products Private Limited**

(formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District, Karnataka – 562 112, India.
Toll Free: 1800-103-2468 n Website: www.aosmithindia.com
CIN: U31909KA2006PTC040282